

User's Guide

HP DeskJet 1220C

Professional Series

Windows® | Macintosh

HEWLETT® PACKARD

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English

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welcome

Your HP DeskJet 1220C series printer can print vibrant colors on paper up to 13" x 50". It connects directly to IBM and IBM-compatible computers through a parallel port or a Universal Serial Bus (USB) port. It connects to Macintosh computers through a USB port. The printer can also be shared on a network.

Using this Guide

This guide includes the following sections:

- **Getting Started**—Shows how to set up your printer.
- **Other Connections**—Explains how to connect using a USB cable, how to connect to a network, and how to connect to an external print server.
- **Win** ⓘ—Describes the printing and imaging features for computers running Windows.
- **Mac** ⓘ—Describes the printing and imaging features for Macintosh computers and how to connect to Macintosh computers.
- **Printing on Various Paper Media**—Lists the media that you can use in your HP DeskJet 1220C series printer.
- **Maintenance Tips**—Lists ways to keep your printer in good condition.
- **Troubleshooting**—Helps you solve printer problems and explains how to contact Customer Support.
- **Specifications**—Lists information such as print cartridge part numbers, supported media, tray capacity, and system requirements.

For More Information

Toolbox	Contains "how-to" and troubleshooting instructions, and allows access to printer maintenance functions and HP information. Under Windows, an icon appears on the desktop after you install the software. In Macintosh, a desktop printer icon appears on the desktop.
Starter CD	Includes printer software, additional software templates, a quick tour of your printer, a utility that lets you copy the printer software to a floppy disk, an electronic copy of this User's Guide, and ordering information.

English

Web Site	http://www.hp.com/go/dj1220 links to the HP web site for latest printer software, product, operating system, and support information.

Note: If the suggestions in these resources do not help you solve your printing problems, see page 27 for a list of resources available to you for the support and maintenance of your printer. You can also go to http://www.hp.com/cposupport for online technical support, which includes searchable technical notes databases. Or, ask for assistance from the HP Customer Care Center.

System Requirements

Check that your computer meets the following requirements:

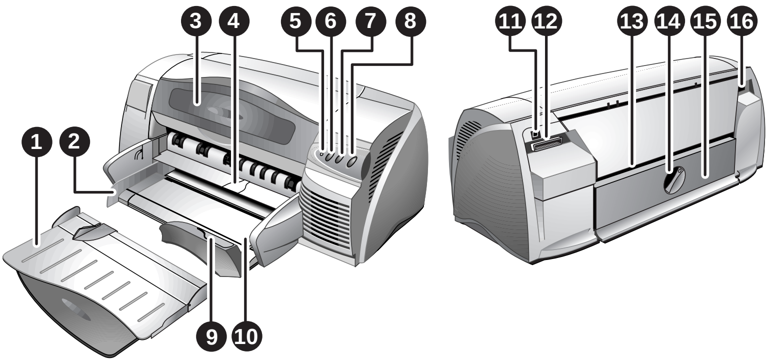
Windows 95/98	Pentium® 60MHz processor, 16MB RAM, at least 50MB of free hard disk space.
Windows 3.1x	486DX processor, 66MHz, 8MB RAM, at least 50MB of free hard disk space.
Windows NT 4.0	Pentium® 60MHz processor, 24MB RAM, at least 50MB of free hard disk space.
Macintosh Systems	MAC: OS 8.1 and later, USB-connect Macintosh only; OS 7.6.1 and later, Network Macintosh only.
DOS	DOS 3.3 or later, 486DX processor, 66MHz, 4MB RAM.

Note: Graphics intensive documents may require more than 50MB of free hard disk space.

getting started

English

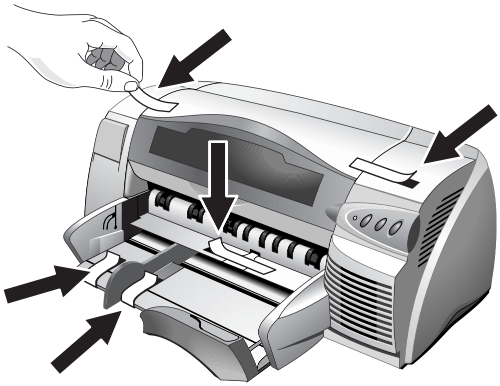
Understanding the Printer Parts and Functions



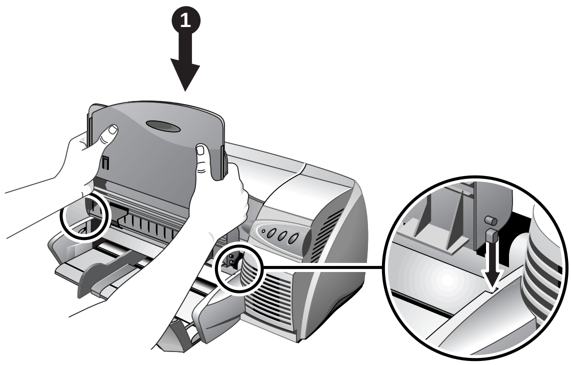
1.	Output tray—Collects the printed pages.
2.	Paper guides—Guides the paper into the printer.
3.	Access cover—Gives access to the print cartridges and jammed paper.
4.	Bypass stopper—Lifts for inserting paper into the alternative top media feed.
5.	Cartridge LED—Blinks when the access cover is open or a cartridge error occurs.
6.	Cancel button—Cancels the current print job.
7.	Resume button—Blinks while waiting for a printed page to dry. Press it if you do not want to wait.
8.	Power button—Turns the power off and on.
9.	Postcard guide—Extends to guide short media into the printer.
10.	Main paper tray—Holds the standard paper.
11.	USB port—Jack for the Universal Serial Bus cable.
12.	Parallel port—Jack for the parallel cable.
13.	Rear media feed—Feeds thicker paper that requires a straight paper path.
14.	Removable panel knob—Turns counterclockwise for removing the rear panel, or clockwise to lock it.
15.	Removable panel—Alternate access to jammed paper.
16.	Power input—Connector for the power cable.

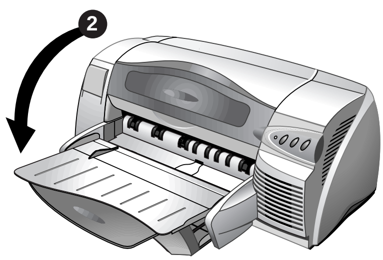
Setting Up

1



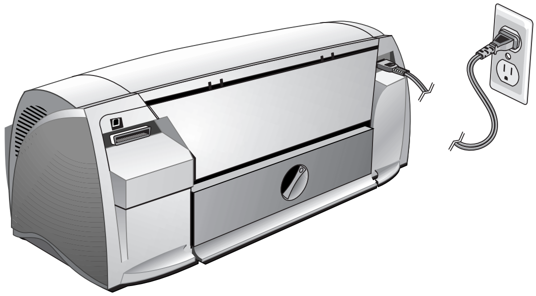
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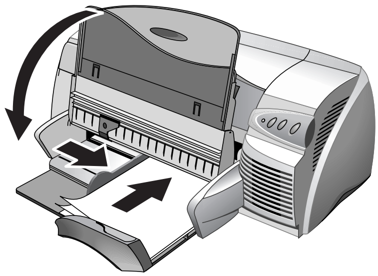


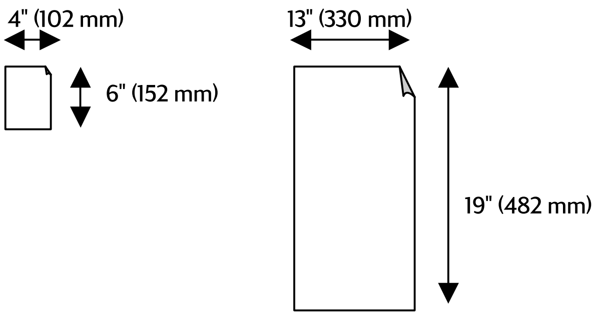
English

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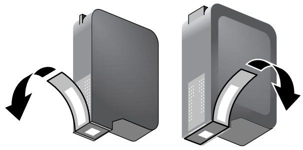


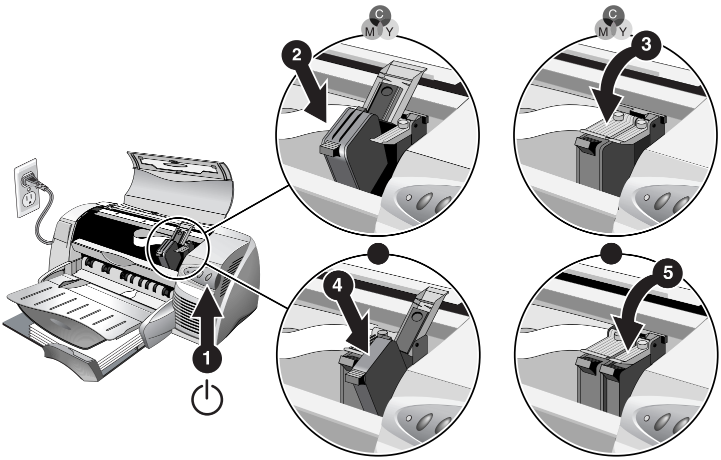
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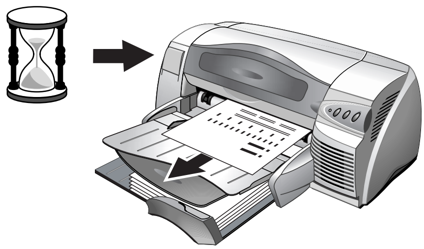




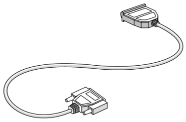
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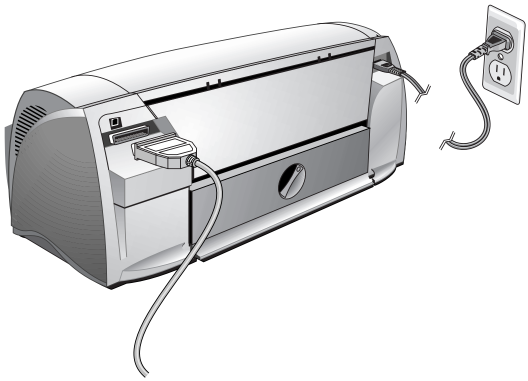


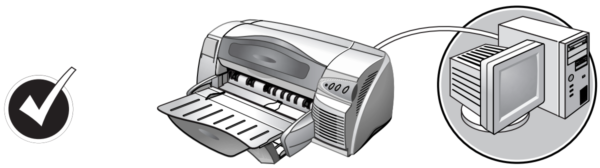


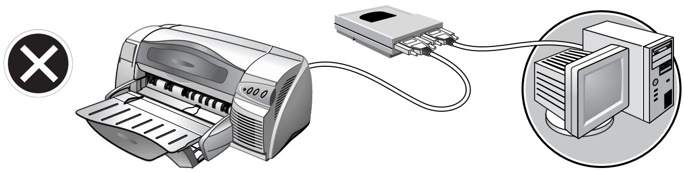
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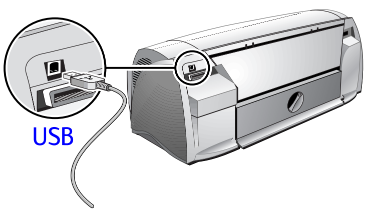


HP C2950A / HP C2951A.

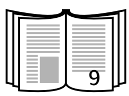






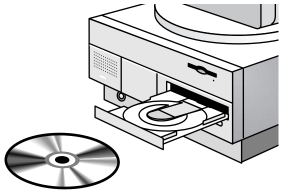


USB➔



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Installing from the Starter CD (Recommended)



Note: For USB connections, skip to page 9.

Note: The Starter CD includes a utility that can copy the software to 3.5" high-density diskettes or to a server.

Installation for Windows 95, Windows 98, and Windows NT 4.0

Note for Windows 95 and Windows 98 users: If you see the message **New Hardware Found** at any time while installing the printer software, select **Do not install a driver (Windows will not prompt you again)** and click **OK**. If you see the **Update Device Driver Wizard** dialog box, click **Next** until you have a **Finish** option, and then click **Finish**.

Note for Windows NT 4.0 users: You must have administrator privileges to install a printer in Windows NT 4.0.

1. Start Microsoft Windows and make sure no other Windows applications are running.
2. Insert the Starter CD into your CD-ROM drive. The installation program runs automatically.

   If the installation program does not run automatically, click **Start**, select **Run**, and at the command line box, type the letter of your computer's CD-ROM drive followed by :\SETUP (for example, type D:\SETUP).
3. Click **Install Printer Driver** from the CD menu. Follow the instructions that appear on the screen to complete the printer driver installation.

Installation for Windows 3.1

1. Start Microsoft Windows and make sure no other Windows applications are running.
2. Insert the CD into the CD-ROM drive.

3. In the Program Manager window, click **File** and then select **Run**.
4. At the command line box, type the letter of your CD-ROM drive followed by \WIN31\PCL3\<language>\SETUP.EXE, where <language> is a 3-character code (see the appendix on page 39 for a list of the 3-character language codes). For example, type D:\WIN31\PCL3\ENU\SETUP.EXE, where ENU is the code for English.
5. Follow the instructions that appear on the screen to complete the driver installation.

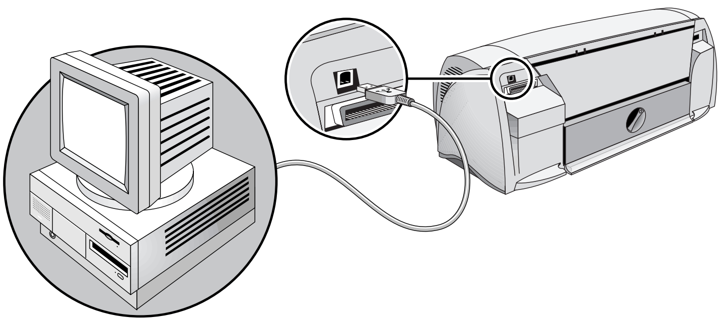
8

Print a Test Page

1. Open the **Printers** folder in the Control Panel.
2. Right click the printer icon and select **Properties** from the pop-up menu.
3. Select **Print Test Page**. If the test page does not print, see page 21.

other connections

Connections Using the USB Port (Windows 98)



The latest personal computers have USB ports that can be directly connected to the printer's USB port. After connecting the USB cable, the **New Hardware Found Wizard** should appear. If it does not, your computer is probably not configured to use USB. Use a parallel cable instead to connect the printer to your computer.

Note: The following procedure assumes that you have completed steps 1 through 5 in the Setting Up section that starts on page 4.

1. Insert the HP Printer Starter CD into your CD-ROM drive. Do *not* click the printer installation icon. Proceed to step 2.

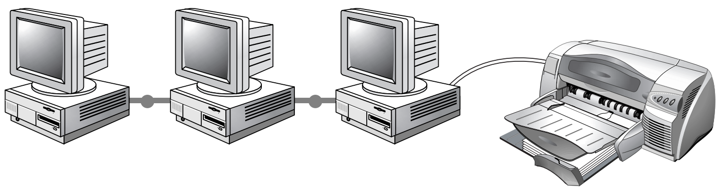
2. Turn off the printer and connect the USB cable (purchased separately; part number C6518A).
3. Turn on the printer. If the computer is properly configured to use USB, Windows will detect the printer.
4. The **Add New Hardware Wizard** dialog box appears.
    a. Click **Next** until you are asked to specify a location for the software.
    b. Click **Browse**, double-click on the CD icon (typically the D: drive), click on the **Windows\Win98usb** directory, and then click **OK**.
    c. Click **Next** to the see the subsequent dialog boxes, and click **Finish**.
    d. Click **Back** if Windows was unable to locate a driver and repeat steps 4a to 4c. If the **Add New Hardware Wizard** screen disappears before completing the installation, detach and reattach the USB cable, and repeat step 4.
5. Install the printer software. Click **Next**, and follow the instructions that appear on the screen to complete the installation.

Note: Do not connect a USB and a parallel cable to printer at the same time.

To verify the installation:

1. Make sure the USB cable is properly connected and the printer is on.
2. Open the printer's properties from the printer control panel.
3. In the **Details** tab, check that the printer is set to the USB port.
4. In the **General** tab, click **Print Test Page**. If the test page does not print, see Troubleshooting on page 21.

Using Your Printer on a Network



Your printer can be shared in a network environment by connecting it directly to a network via an optional HP JetDirect external print server. For information about installation and setup of HP JetDirect print servers, refer to your HP JetDirect Hardware and Software Installation Guides.

Note: Although alternate installation methods are described below, the Starter CD is all you need to guide you through a shared printer installation.

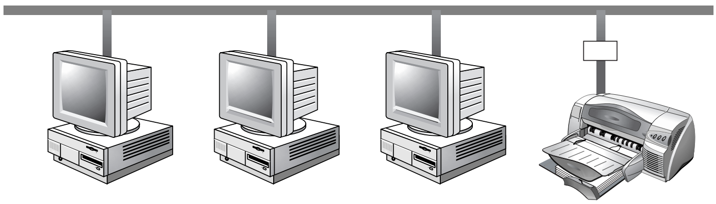
Installing a network printer with the **Add Printer** command:

1. Click **Start**, select **Settings**, and then select **Printers**.

2. Double-click **Add Printer**.
3. In Windows 95/98, select **Network Printer**.

   In Windows NT 4.0, select **Network Printer Server**, when prompted.
4. Type in the network path or queue name of the shared printer. Click the **Have Disk...** option when prompted to select the printer model.
5. Click **Browse...** and locate the HP1220C.INF file. This file contains the printer name for you to select. The file is located on the Starter CD in Windows\PCl3\winnt\enu or Windows\PCl3\win9x\enu. If you need help, contact your System Administrator.
6. The **Installation Option** screen appears. Follow the instructions on the screen to complete the PC configuration process.

Connecting to an External Print Server



If you've already installed the printer software and you want to connect to JetDirect port:

1. Insert the HP JetDirect CD-ROM into your CD-ROM drive. If the installation program does not run automatically, launch Explorer and locate the file.
2. Select the option to install JetAdmin and follow the instructions on the screen.
3. After completing the Jet Admin install, select **HP DeskJet 1220C Printer** in the Printers folder.
4. Click the right mouse button and select **Properties**.
5. Select the **Details** tab, and click **Add Port.**
6. Select a new JetDirect port and assign it to the printer.
7. Click **OK**.

Printing Features

This section describes the features of your new printer, such as tiling, and the available imaging options, such as converting to grayscale. For detailed procedures on how to use features, see the online help.

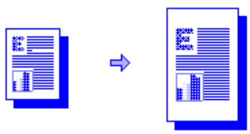
Note: The printing features described here are for Windows 95 or later, and Windows NT 4.0 or later.

You can access the Printing features using the printer control panel and right clicking on the printer icon. In Windows 95 or 98, select **Properties**. In Windows NT 4.0, select **Document Defaults**. Most applications also let you access printer properties from the Print dialog.

Save Your Settings

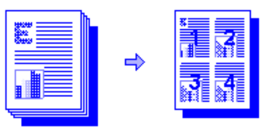
You can save the current driver settings (for example, page orientation, paper source) for reuse. For convenience, **Quick Sets** can be saved from most printer driver tabs. You can also restore printer driver default settings by selecting **Factory Defaults**.

Enlarging or Reducing a Document



Use the HP ZoomSmart feature to enlarge or reduce documents.

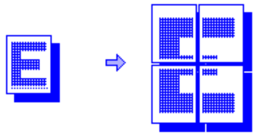
Handout



This is useful when printing presentation slides on regular paper.

Note: If your software application has a handout feature and you select it in the application, DO NOT select Handout in the Features Tab.

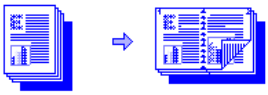
Tiling



Tiling lets you enlarge and print a page in sections and on different sheets of paper. You can then tile the sheets of paper to form a large poster.

Note: For multiple-page documents, only the first page of the document is tiled. Additional pages in the document must be tiled one at a time. The available tile sizes in the dropdown list depend on the paper size selected.

Booklet



Booklet lets you print and collate a multiple-page document by printing two pages on each side of the paper. For example, an 8-page document is printed with pages 1 and 8 on the same side of the paper and pages 2 and 7 on the other side of the paper. Folding the printout in half creates a booklet.

Note: If your software application has a booklet printing feature and you select it in the application, DO NOT select Booklet in the Features Tab. If your software application has a collating option, DO NOT select it while using the Booklet feature.

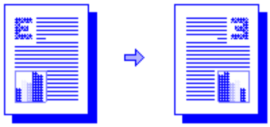
Manual Duplex (Two-Sided Printing)



You can print on both sides of the page using the easy-to-follow on-screen instructions.

Note: Do not print on both sides of pages that are covered densely with ink.

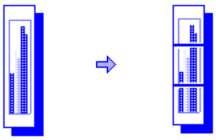
Mirror Image



Mirror image prints the reflected image of a page. If you use this feature when printing on transparencies, the printed side will be face down on the projector. The other side can then be written on and cleaned off without damaging the printed side.

You can also use this feature for printing on Iron-on T-shirt transfer paper.

Banner



You can create a banner using software such as Corel Print House, Microsoft® Publisher, or Broderbund Print Shop. Use big pictures and bold fonts in big sizes. For best results, use HP Banner Paper.

Note: When using Corel Print House to create a banner, choose a border or draw a box around the design so the printed banner is centered.

Watermark



Lets you print a watermark on the first page or on all pages of a document.

Imaging Options

You can adjust the saturation, brightness, and color tone of printed images by moving the slider bar on the **Imaging** tab. The saturation controls the relative purity of printed colors. The brightness darkens or lightens the printed image. The color tone controls the perceived warmth and coolness of printed colors.

Grayscale	Grayscale tones print images using only shades of gray.
Sepia Tone	Sepia tones give your images an antique look by printing them using only brown and white.
Optimized for Fax	Optimized for Fax prints your images using high-contrast shades of gray making your printed document ideal for faxing.
Image Enhancement	Select Image Enhancement if you want your images enhanced by image processing algorithms that increase the contrast and sharpen the image.

Preferences

The **Preferences** tab lets you set whether or not a document prints immediately, a print preview is displayed, or a print confirmation is displayed. It also lets you change what happens when the media width sensor detects that the page is not wide enough.

Note: The Preference tab also lets you change the amount of time a page is left to dry before the next page prints. Each paper type has a default dry time.

Ink Volume is a slider that increases or decreases the amount of ink used, which affects the way colors appear on the page.

Printing from DOS Software Programs

When printing from DOS, you can adjust print settings in two ways: in the HP DeskJet Control Panel for DOS and from within your DOS application's printer driver.

HP DeskJet Control Panel for DOS

You have access to many printer features through application specific DOS printer drivers; however, some software manufacturers do not develop printer drivers for their DOS applications. Use the DeskJet Control Panel to specify the default printer settings for printing from DOS applications.

Note: HP DeskJet Control Panel does not support many of the special printing features. For more information, see the online help.

Installing the HP DeskJet Control Panel for DOS

Before you install the Control Panel, make sure your printer is set up and turned on.

1. Insert the Starter CD into the CD-ROM drive.
2. At the DOS prompt C:\>, type the CD-ROM drive letter and change the directory to \dos\djcp\. For example, type D: and press ENTER, then type cd \dos\djcp\, and press ENTER.
3. Type INSTALL, and press ENTER.
4. Follow the instructions on the screen to complete the installation.

Using the HP DeskJet Control Panel for DOS

1. Open the DeskJet Control Panel by changing your directory to C:\HP1220C.
2. Type DJCP, and press ENTER.
3. Select printer settings that are not available from your DOS applications. Printer settings that are selected from a DOS application may override printer settings selected from the Control Panel.
4. If desired, clean and align the print cartridges for best print quality.

DOS Printer Driver

The manufacturers of DOS applications supply printer drivers. The HP DeskJet 850 is the recommended printer driver. If it is not available, use the HP DeskJet 600 or 500 series.

mac ⓘ

Setting Up Your Printer on a Macintosh Computer

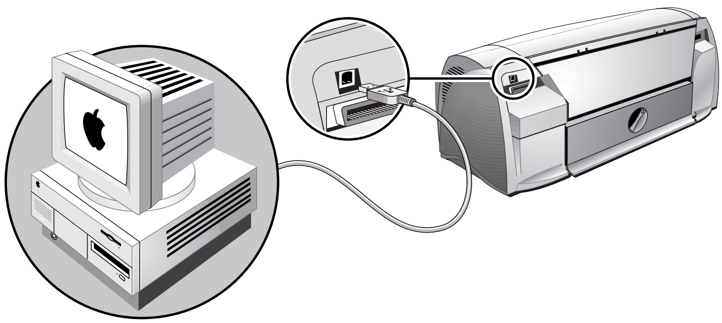
You can connect the printer to the latest models of Macintosh computers (Mac OS 8.1 or later) through the USB port. To connect older models without a USB port, you can either connect the Macintosh to a HP JetDirect print server (JetDirect 300x), or contact Apple for USB solutions.

Before connecting your printer to the computer, ensure that your configuration meets these requirements:

- Your computer must support USB
- You need a USB-compliant interface cable
- Your computer must be running MacOS 8.1 or later

Note: The following procedure assumes that you have completed steps 1 through 5 in the Setting Up section that starts on page 4.

1. Connect the USB cable (purchased separately; part number C6518A).
2. Insert the HP Printer Starter CD into your CD-ROM drive. Double-click the Installer icon.



3. Follow the instructions on the screen to complete the installation.
4. Select Chooser from the Apple menu.
5. Click the printer's icon from the left side of the Chooser window. Then, click HP 1220C from the right side of the Chooser window. Close the Chooser.

Printing Features

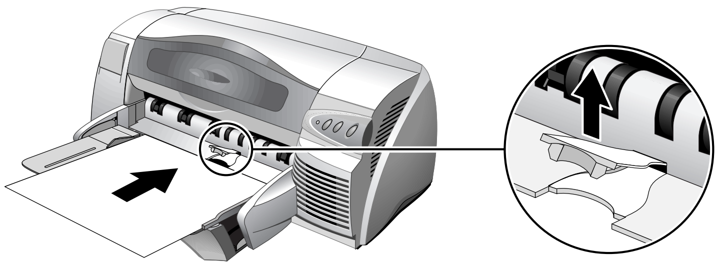
Many of the features available in Windows are also available on Macintosh. See the balloon help for information on the available features and their options.

You can print on the media listed below. For details, see Printer Specifications on page 29.

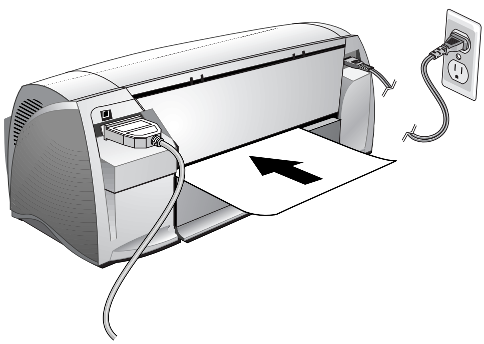
- Standard paper
- Custom paper
- Envelopes
- Cards
- Thick (0.52 mm or 0.02") cards
- Labels
- Transparencies and slides
- HP special paper

Note: If printing more than one page on transparencies, photo paper, or other special paper, the Resume light blinks after each page has been printed to allow for the printed page to dry before printing the next page. Press the Resume button if you do not want to wait for the printed page to dry before printing the following page.

Alternative Top Media Feed



Manual Feed



Maintaining the Printer

The printer does not require scheduled maintenance. Periodic cleaning, however, enhances the look of the printer and keeps it in peak condition. Cleaning may also make it easier to diagnose problems.

Clean the exterior with a soft cloth moistened with mild detergent and water.

Caution: Clean the printer only with water or water mixed with a mild detergent. Using other cleaners or alcohol may damage the printer.

Caution: The ink in the print cartridges has been carefully formulated by Hewlett-Packard to ensure superior print quality and compatibility with your printer. Damage to the printer or the print cartridge resulting from modifying or refilling the print cartridge is not the responsibility of HP.

Selecting and Loading Paper

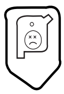
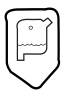
The printer prints on plain paper and most other types of paper. Most plain paper used for photocopying yields good results.

Note: Paper does not need to be removed from the main bottom media tray when using the alternative top media feed. The printer checks for paper feeding from the alternative top media feed. If paper is detected, the printer picks paper from there without checking the main bottom media tray.

- Always use paper that conforms to the printer specifications.
- Do not use media that is damaged, curled, or wrinkled. Do not use paper with cutouts or perforations or paper that is heavily textured or embossed.
- Do not use multiple-part forms.
- Load only one paper type at a time into any of the trays.
- Except when using manual feed, load the paper print side down with the right edge of the paper aligned against the right edge of the tray.
- Do not load more than 150 sheets of paper or 15 envelopes into the main tray at one time. For the alternative top media feed, do not load more than 10 sheets of paper or 3 envelopes. Load only one sheet of paper into the manual feed tray.

Using and Caring for Print Cartridges

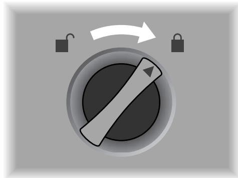
When you open the printer's access cover, the yellow arrow on the print cartridge cradle aligns to one of the icons near the back of the printer. If the Print Cartridge Status light flashes, open the printer's access cover and follow the instructions below.

If the arrow points to...	It means...	To solve the problem...
Problem with color print cartridge 	The print cartridge is either: - missing - improperly installed - the wrong print cartridge for the printer - defective	**1** Insert print cartridge if there is none. **2** Reinsert print cartridge if there is one. **3** If the above do not solve the problem, verify the color cartridge is an HP C65**78** Series cartridge, and the black cartridge is an HP 516**45** Series cartridge. **4** If the problem persists, replace the cartridge.
Problem with black print cartridge 		
Color print cartridge low on ink 	Color print cartridge is running low on ink.	Consider replacing the color cartridge with an HP C65**78** Series cartridge.
Black print cartridge low on ink 	Black print cartridge is running low on ink.	Consider replacing the black cartridge with an HP 516**45** Series cartridge.
Print cartridges OK 	Print cartridges are operational.	No problems.

troubleshooting

Power Cannot Be Turned On

- Check that the power cord is connected.
- Check that the Removable panel, located at the back of the printer, is tightly pushed into the slot and that the knob is in the LOCK position.



Nothing Is Printed

- Check the power
  Make sure the power cord is connected firmly to the printer and to a working outlet, and that the printer is turned on. The Power light on the front panel of the printer should be lit.
- Be patient
  Complex documents containing many fonts, graphics, and/or color photos take longer to begin printing. If the Power light is blinking, the printer is processing information.
- Check the paper
  Make sure paper is loaded correctly in the tray and that the paper is not jammed in the printer.
- Check the print cartridges
  Make sure that both the black and color print cartridges are properly installed and that the access cover of the printer is closed. The cartridge LED flashes if the print cartridges are not installed correctly.
- Try printing a sample page
  Turn the printer off, and then back on. Press the Resume button and release it when the Resume light starts to blink. If the sample page prints, then the problem is not with the printer.
- Check the printer setup
  Make sure your HP DeskJet printer is selected as the current or default printer and that **Pause Printing** is not checked.
- Check the network setup
  Make sure that your printer is properly set up in your network environment. See *Use the printer on a network* on the "How Do I?"

Toolbox help, and the documentation provided by your network vendors.

A Blank Page is Ejected

- Check that the tape is removed from the ink nozzles on the print cartridges.
- Check that the media you are using is wide enough
  The media width must match the page settings in your print settings.
- Check for an empty print cartridge
  If you are printing black text and a blank page is printed, your black print cartridge may be empty. Replace the black print cartridge.
- Check the printer setup
  Make sure your printer is selected as the current or default printer.
- Check the parallel port on your computer
  If you are using a parallel cable, make sure your printer is connected directly to the parallel port. Do not share the port with other devices such as a Zip drive.

Placement of the Text or Graphics is Wrong

- The paper size or orientation settings may be incorrect
  Make sure the paper size and page orientation selected in the software program match the settings in the HP print settings dialog box.
- The paper may not be loaded correctly
  If everything on the page is slanted or skewed, make sure the paper width and length guides fit snugly against the left and bottom edges of the paper stack and that there are no more than 150 sheets of paper loaded in the main tray or 10 sheets of paper in the alternative tray.
- The margin settings may be wrong
  If the text or graphics are cut off at the edges of the page, make sure the margin settings for the document do not exceed the printable area of your printer.

Something on the Page is Missing or Incorrect

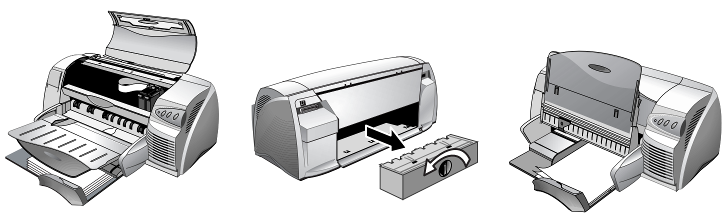
- The margin settings may be wrong
  Make sure the margin settings for the document do not exceed the printable area of your printer.

- Color print settings may be wrong
  Grayscale might be selected in the HP print settings dialog box.
- The wrong printer may be selected
  Make sure the correct printer is selected as the current or default printer.

Printer Takes a Long Time to Print a Job

- Check your system configuration
  The minimum system configuration for your printer is 486-66MHz with 24MB RAM. However, the printer performance is optimized for Pentium machines.
- There may be insufficient hard disk space in your system
  For printing on 11"x17" paper, it is recommended that you should have at least 50MB free hard disk space in your system. If you are printing graphics-intensive files, make sure you have enough (more than 50MB) hard disk space.
- For Windows 98, if you are using a parallel connection, try switching to a USB connection. For more information, see page 9.
- There may be insufficient virtual memory in your system
  Increase the size of your system's virtual memory.
- The PhotoREt option is disabled. If you are printing Best mode on letter-sized HP Premium Photo Paper and have disabled the PhotoREt option, you need at least 300MB free hard disk space in your system, and the printer takes a longer time to print.
- The port setting configuration in your system is not set to ECP
  Refer to the manual that comes with your computer for information on how to change your port setting or contact your computer manufacturer.
- A print cartridge may be low on ink
  Replace the low ink print cartridge.

Paper is Jammed in the Printer



Note: To clear the printer of any jammed paper, open the access cover and pull the paper towards you. If you cannot reach the jammed paper, turn the panel

knob at the back of the printer, remove the panel, pull out the jammed paper, and replace the panel. If you still cannot reach the paper, lift up the output tray, and remove the jammed paper from the main paper tray.

Tips for Avoiding Paper Jams

- Make sure nothing is blocking the paper path.
- Do not overload the alternative paper tray. The alternative paper tray holds up to 10 sheets of plain paper or other print material measuring the same thickness. The bottom main tray holds up to 150 sheets of plain paper.
- Load paper properly.
- Do not use paper that is curled or crumpled.
- Always use paper that conforms with those listed in the Printer Specifications section.

Uninstalling the Printer Software

For parallel port or network connections in Windows 95, 98, and NT 4.0:

1. Start Windows and make sure no other Windows applications are running.
2. Click **Start**, **Programs**, **HP DeskJet 1220C Printer**, and select **Uninstaller**.
3. Follow the instructions that appear on the screen, to complete the removal of the printer software.

Note: You must have administrator privileges to uninstall the printer software in the Windows NT 4.0.

For USB connections in Windows 98, follow the steps above, and restart Windows. If the software was not successfully installed, or the Uninstaller could not be found:

1. Install the printer software for a *parallel* port connection (LPT1) using the Starter CD.
2. After installation is complete, uninstall the software as described above. This will also remove previously failed USB installations.
3. Restart Windows to complete the removal of the printer software.

USB Installation Failed or Nothing Prints Through USB (Windows 98)

- If the installation failed, uninstall the driver and retry the installation.
- Check that your computer has a USB port and is properly configured to use USB.
- Check that your computer is running Windows 98.
- Check that the USB cable is properly connected to the computer and the printer.
- Check that the printer is on.
- Verify that the system detects the printer: In the System control panel check that you can see **USB Hewlett-Packard DeskJets** device name and the **DeskJet 1220C** printer name below.

Printer Does Not Print After Switching Ports

Important: Do not connect both the parallel cable and the USB cable to the printer simultaneously. Only use one type of connection to the printer at one time.

- Make sure the cable you are using is properly connected to the computer and the printer.
- Make sure the printer is off when you switch ports. If it wasn't, turn the printer off then turn the printer on again.
- Check that the port setting matches the physical connection: Click **Start**, **Settings**, **Printers**. Right click on the printer and select **Properties**. Click the **Details** tab and check the port setting.
- Print a test page: Click **Start**, **Settings**, **Printers**. Right click on the printer and select **Properties**. Click the **General** tab and **Print Test Page**. If the test page prints, make sure the application you are trying to print from has the correct printer selected.

Aligning the Print Cartridges

The printer automatically aligns the print cartridges whenever you replace one. If the printout looks like the cartridges are misaligned, you can align them manually.

1. Open the Toolbox by double-clicking its icon on the desktop or its icon in the Printer group.
2. Choose the **Printer Services** tab.
3. Select **Align Print Cartridges**.
4. Follow the instructions on the screen to align the cartridges.

Cleaning the Print Cartridges

Clean the print cartridges when lines or dots are missing from printed text or graphics.

Note: Do not clean the print cartridge unnecessarily because this wastes ink and shortens the life of the print cartridges.

1. Select the **Preference** tab from the printer driver.
2. Click the **Services** button.
3. Select **Clean Print Cartridges**.
4. Follow the instructions on the screen to clean the cartridges.

Mac Troubleshooting

- Check the power
  Make sure the power cord is connected firmly to the printer and to a working outlet, and that the printer is turned on. The Power light on the front panel of the printer should be lit.
- Check the cable
  Make sure the cable you are using is properly connected to the computer and the printer.
- Check the Chooser
  Make sure you've installed the software to use the printer, and the printer is selected. The printer's name should be visible on the left side of the Chooser. When you click on the printer's icon, the printer's name should be available on the right side of the Chooser. Select the printer's name.
- Be patient
  Complex documents containing many fonts, graphics, and/or color photos take longer to begin printing. If the Power light is blinking, the printer is processing information.
- Check the USB port
  Unplug the printer from the USB port, wait a few seconds, then plug it back in. If that does not help, try plugging the printer into another USB port.
- Check the condition of the cable
  Make sure the cable to your printer is not damaged or frayed. If it is, contact the manufacturer of the cable and have it replaced.

Printing a Sample Page

Print a sample page without being connected to a computer. This allows you to see that your printer is set up correctly.

1. Turn off the printer, and then turn it on again by pressing the Power button.
2. Press the Resume button and release it when the Resume light starts to blink. Your printer prints a sample page.

Printing a Diagnostic Page

1. Power on your printer.
2. Press and hold down the Power button and press the Resume button four times.
3. Release the Power button. Your printer prints a diagnostic page.

Note: If the problem persists, contact the HP Customer Care Center listed in this User's Guide, and if possible, supply the information on the diagnostic page.

Customer Support

The information in the previous chapter suggests solutions to common problems. If your printer is not operating properly and these suggestions do not solve your problem, try using one of the following support services to obtain assistance.

Toolbox

Note: Toolbox is available only if you installed the printer driver through SETUP.EXE.

The **Troubleshooting** tab in this program provides easy step-by-step solutions to common printing problems. You should be able to resolve most printing problems by stepping through the provided solutions. You can run this program by double-clicking the Toolbox icon on the desktop or in the program group.

Web

Visit our World Wide Web for the latest printer software, product, operating system, and support information.

http://www.hp.com/go/dj1220C or http://www.hp.com/cposupport.

HP Telephone Support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

Before calling, please fill in the following information to be ready to help your Customer Care Center representative:

What is the serial number of your printer (check the back of your printer)?	
What model printer do you have?	
What is the brand and model of your computer?	
What is the version of printer software you are using (open the printer driver **Properties**, click the **Preference** tab, and then click **About**).	
What driver did you select?	
Run the Toolbox software utility and select "Display system information".	

Have this information ready when you call the support lines.

The HP Customer Care Center can be reached at any of the following numbers:

For customers in US:

During Warranty: 208 323 2551 Monday through Friday 6 am to 6 PM (MST)

Post Warranty: 900 555 1500 (In Canada: 877 621 4722) ($2.50 per minute; maximum $25.00) or 800 999 1148 (charged to Visa or Master Card; $25.00 per call) Monday through Friday 7 AM to 6 PM (MST)

For customers outside US:

Africa/Middle East +41 22/780 71 11	Argentina 541 778 8380
Australia 613 8877 8000	Austria 0660 6386
Belgium (Dutch) 02 6268806	Belgium (French) 02 6268807
Brazil 55 011 829 6612	Canada 905 206 4663
Chile 800 360999	China 86 10 6505 3888
Czech Republic 42 (2) 471 7327	Denmark 3929 4099
Finland 0203 47 288	France 01 43 62 34 34
Germany 0180 52 58 143	Greece 01 68 96 4 11
Hong Kong 800 96 7729	Hungary 36 (1) 252 4505
India 9111 682 6035	Indonesia 21 350 3408

Ireland 01 662 5525	Italy 02 264 10350
Korea 822 3270 0700	Malaysia 03 295 2566
Mexico D.F. 01 800 472 6684, Mexico City 258 9922	New Zealand 09 356 6640
Norway 22 11 6299	Philippines 2 867 3551
Poland 022 37 5065, 48 22 37 5065	Portugal 01 441 7 199
Russia 7095 923 50 01	Singapore 272 5300
Spain 902 321 123	Sweden 08 619 2170
Switzerland 0848 80 11 11	Taiwan 886-2-27170055
Thailand 02 661 4011	The Netherlands 020 606 8751
Turkey 90 1 224 59 25	United Kingdom 0171 512 5202
Vietnam 8 823 4530	Venezuela 800 47 888 Caracas 207 8488

specifications

Printer Specifications

Print Method	Drop on-demand thermal InkJet printing		
Print Speed Black	**Black text**	**Letter**	**Tabloid**
	Fast Mode	11 ppm	7 ppm
	Normal Mode	6.8 ppm	4 ppm
	Best Mode	4.5 ppm	3 ppm
Print Speed Color	**Mixed text with color graphics**	**Letter**	**Tabloid**
	Fast Mode	9.5 ppm	6.4 ppm
	Normal Mode	5 ppm	3.3 ppm
	Best Mode	2.8 ppm	1.5 ppm
	Full page color	**Letter**	**Tabloid**
	Fast Mode	2.9 ppm	2 ppm
	Normal Mode	0.6 ppm	0.4 ppm
	Best Mode	0.3 ppm	0.2 ppm
	Color photo	**4" x 6"**	**8" x 10"**
	Normal	0.8 ppm	0.5 ppm
	Best	0.5 ppm	0.2 ppm
	Approximate figures. Exact speed depends on the system configuration, software program, and document complexity		

Black Resolution	Draft: 300 x 600 dpi Normal: 600 x 600 dpi Best: 600 x 600 dpi
Color Resolution	Draft: 300 x 600 dpi Normal: PhotoREt III Best: PhotoREt III** ** A High Resolution Mode of 2400 x 1200 dpi is also available by unchecking PhotoREt when photo paper type is selected.
Printer Command Language	HP PCL Level 3 enhanced
Software Compatibility	Microsoft Windows® (3.1x, 95, 98, NT 4.0); Macintosh, MS-DOS applications
Fonts	8 built-in fonts, 4 each in portrait and landscape orientations: CG Times, CG Times Italic; Univers, Univers Italic; Courier, Courier Italic; Letter Gothic, Letter Gothic Italic (Euro Symbol Supported)
Smart Software Features	In-box printer driver features: HP ZoomSmart scaling technology, Tiling, Booklet, Handout (N-up printing), Manual Duplex, Banner, Mirror Image, Watermark*, Optimized for fax, Print Preview*, Sepia*, Quick Sets*, Schedule Printing**, ColorSync** Note: *Windows Only; **Macintosh Only
Media Size/Type	Paper: Plain, InkJet, photo, glossy; Super B 13" x 19", U.S. Tabloid 11" x 17", U.S. Legal 8.5" x 14", U.S. Letter 8.5" x 11", U.S. Executive 7.25" x 10.5", Statement 5.5" x 8.5", European A3 297 x 420 mm, A4 210 x 297 mm, A5 148.5 x 210mm, JIS-B4 257 x 364 mm, JIS-B5 182 x 257 mm Banner: U.S. Letter 8.5" x 11", European A4 210 x 297 mm, U.S. Tabloid 11" x 17", A3 297 x 420 mm Transparencies: U.S. Letter 8.5" x 11", European A4 210 x 297 mm Envelopes: U.S. No. 10 4.12" x 9.5", U.S. A2 Invitation 4.37" x 5.57", U.S. Monarch 3.87 to 7.75" x 7.5", European DL 220 x 110 mm, C5 162 x 229 mm, Japanese Kaku #2 240 x 333 mm, #3 120 x 235 mm, #4 90 x 205 mm

Media Size/Type (Continued)	Cards:	U.S. Index card 4" x 6", U.S. Index card 5" x 8", European A6 card 105 x 148.5 mm, Japanese Hagaki Postcard 100 x 148 mm
	Labels:	U.S. Labels, 8.5" x 11", European A4 Labels, 210 x 297 mm
	Custom Size:	Width: 4" to 13" (102 to 330 mm), Length: 6" to 50" (152 to 1270 mm)
Media Handling	Main Paper tray:	Sheets: up to 150, Envelopes: up to 15, Cards: up to 60
	Alternative top media feed:	Sheets: up to 10, Envelopes: up to 3, Cards: up to 4
	Manual feed:	Single sheet only for thick paper, envelopes and cards
	Output tray capacity:	Up to 50 sheets
Recommended Media Weight	Paper:	60 to 135 g/m^2 (16 to 26 lb. Bond) using primary and secondary path 60 to 250 g/m^2 (16 to 67 lb. Bond) using manual feed (up to 0.52 mm or 0.02" using manual feed)
	Envelopes:	75 to 90 g/m^2 (20 to 24 lb. Bond)
	Cards:	110 to 200 g/m^2 (110 lb. index)
I/O Interface	IEEE 1284–Centronics parallel compatible; Universal Serial Bus (Windows 98® and USB-connect Macintosh™)	
Printer Memory	8MB of built-in RAM	
Dimensions	With paper tray closed: 592.3 mm (23.3") W x 233 mm (9.2") H x 381 mm (15.0") D With paper tray fully extended: 592.3 mm (23.3") W x 233 mm (9.2") H x 672 mm (26.5") D	
Weight	10 kg (22 lb.)	
Reliability & Estimated Usage	5,000 pages/month	
Power Supply	Built-in Universal Power Supply	
Power Requirements	Power Modules: input voltage 100 to 240 VAC (±10%), 50/60 Hz (±3 Hz)	
Power Consumption	1 watt maximum when off; 11.3 watts maximum non-printing; 47.7 watts maximum when printing	

Operating Environment	Operating temperature: 5° to 40°C (41° to 104°F) Recommended operating conditions: 15° to 35°C (59° to 95°F) Storage temperature: -40° to 60° C (-40° to 140°F) Relative Humidity: 20 to 80% RH non-condensing Noise levels per ISO 9296: Sound power LwAd: 5.8 B(A); Sound Pressure LpAm: 47 dB(A) (By-stander position)
System Requirements	Minimum: Windows 3.1x: 486 66MHz, 8MB RAM; Windows 95/98: Pentium 60MHz processor, 16MB RAM Windows NT 4.0: Pentium 60MHz processor, 24MB RAM; MAC: OS 8.1 or above, USB-connect Macintosh only; OS 7.6.1 or above: Network via HP JetDirect only MS-DOS: DOS 3.3 or above, 486 66MHz, 4MB RAM Recommended: Windows 3.1x: 486 66MHz processor, 8MB RAM Windows 95/98: Pentium 300MHz processor, 32MB RAM Windows NT 4.0: Pentium 300MHz processor, 64MB RAM Power MAC G3: OS 8.6, 350MHz, 64MB RAM iMac: OS 8.6, 333MHz, 32MB RAM 50MB Free Hard Disk space for 11x17 or A3 size printing. High-resolution images and graphics-intensive files may require more disk space.
Warranty	1 year limited warranty
Product Certifications	Safety Certifications: CCIB (China), CSA (Canada), PSB (Singapore), UL (USA), NOM1-1-NYCE(Mexico), TUV-GS (Germany), SABS (South Africa), JUN (Korea), LS (Lithuania), EEI (Estonia), CE (European Union), B mark (Poland). EMI Certifications: FCC Title 47 CFR Part 15 Class B (USA), ICES-003 (Canada), CTICK (Australia & New Zealand), VCCI (Japan), CE (European Union), BCIQ (Taiwan), JUN (Korea) LS (Lithuania).

Ordering Information

Number	Description
C2693A	HP DeskJet 1220C Printer
C2694A	HP DeskJet 1220Cxi Printer
C2695A	HP DeskJet 1220Cse Printer

HP Supplies

You can order HP Supplies from HP World Wide Web. Visit HPshopping.com (http://www.hpshopping.com) for more information.

Print Cartridge

Black InkJet 51645G / 51645A

Color InkJet C6578D / C6578A

Parallel Cable

HP IEEE-1284 A-B Parallel Cable (2 m) C2950A

HP IEEE-1284 A-B Parallel Cable (3 m) C2951A

USB Cable

HP USB A-B (2 m) C6518A

Network Interface

HP JetDirect 170X external print server J3258A

HP JetDirect 300X external print server J3263A

HP Bright White InkJet Paper

US B-size, 200 sheets: 11" x 17" C1857A

A3, 200 sheets: 297 x 420 mm C1858A

US Letter, 500 sheets: 8.5" x 11" C1824A

A4, 500 sheets: 210 x 297 mm C1825A

HP Premium InkJet Paper

US B-size, 100 sheets: 11" x 17" C1855A

A3, 100 sheets: 297 x 420 mm C1856A

US Letter, 200 sheets: 8.5" x 11" 51634Y

A4, 200 sheets: 210 x 297 mm 51634Z

HP Premium Heavyweight InkJet Paper

US Letter, 100 sheets: 8.5" x 11" C1852A

A4, 100 sheets: 210 x 297 mm C1853A

HP Premium Photo Paper

US B-size, 15 sheets: 11" x 17" C6058A

A3, 15 sheets: 297 x 420 mm C6059A

US Letter, 15 sheets: 8.5" x 11" C6039A

A4 (European), 15 sheets: 210 x 297 mm C6040A

A4 (Asian), 15 sheets: 210 x 297 mm C6043A

HP Premium Plus Photo Paper

Glossy, US Letter, 20 sheets: 8.5" x 11" C6831A

Glossy, A4, 20 sheets: 210 x 297 mm C6832A

Glossy Snapshot, 20 sheets: 4" x 6" C6944A

Matte, US Letter, 20 sheets: 8.5" x 11" C6950A

Matte, A4, 20 sheets: 210 x 297 mm C6951A

HP Professional Brochure and Flyer Paper

Glossy, US Letter, 50 sheets C6817A

Glossy, A4, 50 sheets C6818A

Matte, US Letter, 50 sheets C6955A

Glossy, Tabloid, 50 sheets: 11" x 17" C6820A

Glossy, A3, 50 sheets: 297mm x 420mm C6821A

HP Premium Transparency Film

US Letter, 50 sheets: 8.5" x 11" C3834A

US Letter, 20 sheets: 8.5" x 11" C3828A

A4, 50 sheets: 210 x 297 mm C3835A

A4, 20 sheets: 210 x 297 mm C3832A

HP Banner Paper

US Letter, 100 sheets: 8.5" x 11" C1820A

A4, 100 sheets: 210 x 297 mm C1821A

HP Iron-on T-shirt Transfers

US Letter, 10 sheets: 8.5" x 11" C6049A

A4, 10 sheets: 210 x 297 mm C6050A

HP Greeting Card Paper

US Letter, 20 sheets, 20 envelopes C1812A

A4, 20 sheets, 20 envelopes C6042A

HP Felt-Textured Greeting Cards, Ivory/Half-fold

US Letter, 20 sheets, 20 envelopes C6828A

HP Glossy Greeting Card Paper

US Letter, 10 sheets, 10 envelopes C6044A

A4, 10 sheets, 10 envelopes C6045A

HP Restickables

US Letter, 9/sheet, 10 sheets, large round C6822A

US Letter, 9/sheet, 10 sheets, large square C6823A

Regulatory Notice

Power Cord Statement

The power cord cannot be repaired. If it is defective it should be discarded or returned to the supplier.

LEDs Classification

CLASS 1 LED PRODUCT
LED KLASSE 1
APPARECCHIO LED DI CLASSE 1
PRODUCT KLASY 1 Z DIODAMI ŒWHCYCYMI LED
Appareil à Diode Electrluminescente de Classe 1
ZARIZENI LED TRIY 1
KLASS 1 LED APPARAT
LUOKAN 1 LED

Energy Consumption

Energy Star is a US registered service mark of United States Environmental Protection Agency

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　取り扱い説明書に従って正しい取り扱いをして下さい。

Safety Information

WARNING: Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

1. Read and understand instructions in the User's Guide.
2. Use only a grounded electrical outlet when connecting this product to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
3. Observe all warnings and instructions marked on the product.
4. Unplug this product from wall outlets before cleaning.
5. Do not install product or use this product near water, or when you are wet.
6. Install the product securely on a stable surface.
7. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord will not be damaged.
8. If the product does not operate normally, see Troubleshooting section in the User's Guide.

FCC Regulations

This equipment has been tested and found to comply with the specifications of Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult your dealer or an experienced radio/TV technician.

Hewlett-Packard Limited Warranty Statement

HP Product	Duration of Limited Warranty
Software	90 days
Print Cartridges	90 days
Printer Peripheral Hardware - see below for details	1 Year

Extent of limited warranty

1. Hewlett-Packard warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
   a. Improper maintenance or modification;
   b. Software, media, parts, or supplies not provided or supported by HP; or
   c. Operation outside the product's specifications.
4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, are available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

Limitations of Warranty

1. TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Limitations of Liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Local Law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a customer (e.g. the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

Language Abbreviations

Language	Abbreviation
Arabic	ARA
Chinese (Simplified)	CHS
Chinese (Traditional)	CHT
Czech	CZE
Danish	DAN
Dutch	DUT
English (US and UK)	ENU
Finnish	FIN
French (Euro)	FRE
German	GER
Greek	GRE
Hebrew	HEB
Italian	ITA
Japanese	JAP
Korean	KOR
Norwegian	NOR
Polish	POL
Portuguese (Euro)	POR
Russian	RUS
Spanish	SPA
Swedish	SWE
Turkish	TUR

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DECLARATION OF CONFORMITY
according to ISO/IEC Guide 22 and EN 45001

Manufacturer's Name: Hewlett-Packard Singapore (Pte) Ltd

Manufacturer's Address: InkJet and Imaging Solutions–Asia Operation,
20 Gul Way, Singapore 629196

declares that the product

Product Name: DeskJet 1220C, DeskJet 1220Cxi and DeskJet 1220Cse

Model Number: C2693A, C2694A and C2695A

Product Options: All

conforms to the following product specifications:

Safety: IEC 60950: 1991 + A1 + A2 + A3 + A4/ EN 60950: 1992 + A1 + A2 + A3 + A4
IEC 60825-1: 1993 / EN 60825-1:1994 class I for LEDs

EMC: CISPR 22: 1997 Class B / EN 55022: 1998 Class B
FCC Title 47 CFR, Part 15 Class B / VCCI-2 AS / NZS 3548: 1995 /
ICES-003, Issue 2 IEC 61000-3-2:1995 / EN 61000-3-2: 1995 IEC
61000-3-3:1994 / EN 61000-3-3: 1995
CISPR 24:1997 / EN 55024:1998

Supplementary Information:

(1) The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC, and carries the CE Marking accordingly.

(2) The product was tested in a typical configuration with Hewlett Packard personal computer systems.

(3) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Singapore, October 1999 Chan Kum Yew, Quality Manager

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd, 31-41 Joseph Street, Blackburn, Victoria 3130, Australia

European Contact: Your Local Hewlett-Packard Sales and Service Office or Hewlett-Packard Gmbh, Department HQ-TRE / Standards Europe, Herrenberger Strasse 130, D-71034 Böblingen (FAX: +49-7031-14-3143)

USA Contact: Corporate Product Regulations Manager, Hewlett-Packard Company, 3000 Hanover Street, Palo Alto, CA 94304 (Phone: 415-857-1501)

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